

1. WHAT IS RIMS?

The Rhode Island Modernization System (also known as the Rhode Island Motor Vehicle System – or RIMS) is the name of a computer system designed to replace the 40-year-old technology now in use by the Rhode Island Division of Motor Vehicles. RIMS is one of a number of initiatives intended to improve Rhode Island's critical infrastructure. This new computer system will bring the DMV's transaction processing into the 21st century, allowing us to serve you better and communicate with our partner agencies faster while keeping your personal information secure.

2. WHEN WILL THE DMV UPGRADE TO THE NEW COMPUTER SYSTEM?

We plan to launch the new system on Wednesday, July 5, in Cranston only, and we will be connecting our branch offices and partner agencies in stages over the following two weeks.

3. WILL THE DMV CHANGE ITS HOURS OF OPERATION DURING THE COMPUTER SYSTEM UPGRADE?

Yes. All DMV offices will be closed on Monday, July 3. The main office in Cranston will reopen on Wednesday, July 5 after the Independence Day holiday. Branch offices will begin reopening on Thursday, July 13 on a staggered basis. Additionally, the Wakefield DMV office will be closed beginning on May 22. Please be advised that several branches will initially reopen on a reservation-only basis. See below for more information, or return to the RIMS information page at www.dmv.ri.gov/rims for the full branch schedule.

4. IF THE DMV WILL ONLY OPEN ITS CRANSTON OFFICE AFTER THE LAUNCH, HOW DO I MAKE SURE I CAN COMPLETE A TRANSACTION DURING THAT TIME?

The DMV will serve customers at the Cranston office by reservation only from Wednesday, July 5 through Monday, July 17. Reservations for service at the Middletown and Woonsocket branches will also be available from Thursday, July 13 through Monday, July 17. Walk-in service will be restored

and available at all branches during their regular business hours beginning on Tuesday, July 18. Reservations for service from July 5 through July 17 are available for scheduling through the Customer Reservations box on the DMV's home page at www.dmv.ri.gov

5. WHAT HAPPENS IF I CANNOT GET A RESERVATION AT A TIME THAT'S CONVENIENT FOR ME?

Walk-in service will **NOT** be available from July 5-17. We urge you to plan ahead: go online, go to AAA (even if you're not a AAA member), use the mail, or come into a DMV office prior to June 30 to renew your credentials or to complete other motor vehicle transactions. You can also check the site regularly, as additional reservations may become available.

6. HOW DO I MAKE A RESERVATION?

Reservations for service from July 5 through July 17 are available for scheduling at the Cranston, Middletown and Woonsocket offices through the Customer Reservations box on the DMV's home page at www.dmv.ri.gov

7. MY FAMILY MEMBER/FRIEND/CLIENT HAS A VISUAL IMPAIRMENT/DISABILITY; HOW CAN HE/SHE MAKE A RESERVATION?

The DMV has partnered with the Department of Human Services Office of Rehabilitation Services (ORS) to provide assistance to disabled or visually impaired individuals with making reservations through the web site during this period. Please contact ORS at the following number(s):

(401) 421-7005 (Voice)
(401) 421-7016 (TDD)
(401) 462-7791 (Spanish)

8. IF I MAKE A RESERVATION, HOW QUICKLY WILL I BE SERVED ONCE I ARRIVE?

A reservation grants admittance only. Once your reservation is confirmed at check-in, normal ticketing procedures will apply, and you will be served as promptly as possible.

9. WHAT SHOULD I BRING WITH ME TO THE DMV AT THE TIME OF MY RESERVATION?

Please bring a copy of your reservation confirmation or your reservation number and have it available at check-in. You will also be required to have proof of identification (see #10 below).

10. WHAT FORMS OF ID WILL BE ACCEPTED AT CHECK-IN?

Numerous forms of ID will be accepted at reservation check-in, including but not limited to identity documents, signature documents, proof of residency and documentary proof of social security card. Please bring the appropriate documentation and identification with you as is required by your transaction type. You can find a list of the required documentation and identification for each DMV transaction by type at the following link:

<http://www.dmv.ri.gov/forms/checklists/index.php>

11. CAN I ARRIVE EARLY FOR MY RESERVATION? WHAT HAPPENS IF I AM LATE?

No check-ins will be allowed more than 15 minutes prior to the reservation time. Customers arriving more than 15 minutes after their reservation time may not be admitted.

12. I MADE A RESERVATION BUT I'M NO LONGER ABLE TO GO TO THE DMV AT THAT TIME. WHAT SHOULD I DO?

If you would like to change your reservation, please visit the reservation portal and modify your reservation as soon as possible. If you are unable to keep your reservation, please be courteous and cancel it as soon as possible through the reservation portal so that the reservation can be made available to another customer.

13. I COULDN'T FIND ANY OPEN RESERVATION TIMES; HOW DO I MAKE A RESERVATION?

Please check back regularly, as additional reservations may become available.

14. CAN I GO TO THE DMV WITHOUT A RESERVATION BETWEEN JULY 5-17?

No. Please go online, go to AAA (even if you're not a AAA member), or use the mail.

15. WHAT IF MY LICENSE OR REGISTRATION EXPIRES IN JULY AND I CANNOT MAKE A RESERVATION?

The DMV is seeking legislative authority to temporarily extend expiration dates on licenses, IDs, and motor vehicle registrations during this time period. However, all licenses and registrations expiring in June or July 2017 can be renewed now! (See #9 below.) We urge you to plan ahead: go online, go to AAA (even if you're not a AAA member), use the mail, or come into a DMV office prior to June 30 to renew your credentials early.

16. WILL ONLINE TRANSACTIONS BE AVAILABLE DURING THE COMPUTER SYSTEM UPGRADE?

Online transactions will be unavailable beginning at 4:30 p.m. on Thursday, June 29, and availability will begin again on Wednesday, July 5 at 12:00 noon. We strongly encourage you to complete your transactions online by June 29th. Most banking fees for online transactions have been waived through the launch period.

17. WHERE ELSE CAN I COMPLETE MOTOR VEHICLE TRANSACTIONS DURING THE UPGRADE?

To assist us with preparing for the RIMS launch, AAA Northeast has extended its Rhode Island registry services to non-members through Monday, July 31. However, AAA will be unable to process DMV transactions from Saturday, July 1 through Friday, July 7. Transaction service will be restored to AAA offices in Rhode Island in stages beginning on Saturday, July 8. Please check back for the AAA opening schedule or check with the AAA office near you for more information. General information regarding registry services available at AAA offices can be found here:

<https://northeast.aaa.com/automotive/registry-services/rhode-island.html>

18. CAN I RENEW MY LICENSE OR REGISTRATION EARLY?

Yes. You can complete many transactions, such as license or registration renewals, as much as 60 days in advance of expiration dates. We urge you to take advantage of that renewal-period flexibility. Go online, go to AAA (even if you're not a AAA member), use the mail, or come into a DMV office

prior to June 30 to renew your credentials or complete other motor vehicle transactions.

19. WILL COMPUTERIZED LICENSE TESTS/ROAD TESTS BE AVAILABLE?

License knowledge exams and CDL endorsement exams will be available in the Cranston office by appointment only from July 5-17. Please visit the road test scheduling link on the DMV web site at <http://www.dmv.ri.gov/roadtest/> for available dates, times, and locations for road tests.

20. IF I PASS THE WRITTEN LICENSE EXAM, WILL I BE ABLE TO GET MY DRIVER'S PERMIT AT THE DMV BETWEEN JULY 5-17?

You will need a reservation for any in-person transaction at the DMV, including issuance of a driver's permit, between July 5-17.

21. WILL THE TEMPORARY SHUTDOWN OF ONLINE SERVICES PREVENT DEALERSHIPS FROM ISSUING TEMPORARY LICENSE PLATES THROUGH RI.GOV?

No; temporary license plate services will not be affected, and participating dealerships will be able to access those services throughout the transition period.

22. WILL DEALER RUNNERS BE ACCEPTED AT THE DMV WITHOUT A RESERVATION?

No. All customers, including dealer runners, will be required to have a reservation during the reservation-only period from July 5-17. During this period all dealer transactions will be processed at the Cranston office.

Do you have a question that isn't answered here? Submit it to the DMV using the DMV Feedback Form available here: <http://www.dmv.ri.gov/feedback>

Updates to this Q&A will be posted on this page, so please check back regularly.